

# This Computes!



**Department of Health Care Services  
Children's Medical Services Network  
(CMS Net) - Information Bulletin #237**

## **Procedures for Canceling Service Authorization Requests**

Providers have been receiving denials due to continued use of a canceled Service Authorization Request (SAR). When we have researched the reasons the most common is that the original provider was not made aware of the cancellation, or if they were aware, they were not aware that they needed to inform the providers that they shared the SAR with, including the pharmacy.

When it is necessary to cancel a SAR as a result of loss of Program eligibility, county transfer or any other valid reason, it is imperative that the provider be advised as soon as possible that the SAR has been canceled. The provider should be advised of the need to inform any other provider that the SAR has been shared with that the SAR has been canceled and they should provide them with the new end date for the SAR. We will be modifying the templates used for canceling SARs to include this information, however, until that happens the county can add that information in the free text area of the notice.

When a new SAR has been issued to replace a canceled SAR, the provider should be reminded to give the new SAR to the other providers for use in continued care of the child. Providing this information to our providers will help ensure continued access to services for children in the CCS Program.

Counties are reminded that [This Computes #193](#) is still in effect regarding the policy for SARs issued for Dental services.